Washington State
Department of Social
& Health Services

Fact Sheet:

Developmental Disabilities Assessment and Case Management Information Systems

A six phase plan that will provide consistent assessments, reliable data and a complete Case Management Information System.

Background

In June 2003, JLARC issued its "Performance Audit of the Division of Developmental Disabilities, Preliminary Report" and stated "caseloads are growing, procedures are poorly defined, and effective automated systems to help case managers manage their caseloads are missing…it is impossible to assess if clients with similar needs are receiving similar services."

By the end of 2003, ADSA and the Division of Developmental Disabilities (DDD) presented a comprehensive and modular response to address these concerns. The focus of the administration's response is to build a comprehensive assessment process and case management information system that will provide consistent and reliable assessments of all DD eligible clients, and manage their cases in an integrated fashion from assessment through care plan throughout the client's life.

Phase I: In Production

1. MPC Assessment for Children – an interim solution.

The division spent 6 months testing ADSA's successful CARE assessment tool for its use with children who qualify for Medicaid Personal Care in the Division of Developmental Disabilities and the Children's Administration.

This testing has been used to develop help screens in the CARE tool that instruct Case Resource Managers in the age appropriate administration of the assessment. This interim step meets the requirements of the WAC on Medicaid Personal Care (MPC) for use of the CARE instrument.

In Phase III of this project, this experience will be used in developing a completely age-appropriate version of the CARE assessment for children.

Phase II: In Production

1. In July of 2005, ADSA implemented a new intake and eligibility determination system that promotes consistent eligibility measures and mandates evidence gathering to establish the level of disability.

2. In September of 2005, ADSA implemented a new "Mini Assessment" that is

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2. The Building Blocks for Assessment and Case Management

- ✓ DD eligibility
- ✓ Mini-Assessment/ Prioritized Waiting List
- ✓ Information & Referral
- ✓ Case Load Reporting for non-paid clients
- ✓ CCDB Link

administered to all DDD eligible clients who are not receiving paid services. The mini assessment ranks client needs across a series of life domains and refers clients who are likely to be eligible for paid services for an in depth assessment. More than 650 mini assessments have been administered as of December 2005.

An Information and Referral System will allow Case Resource Managers to assist clients waiting for services with community referrals and counseling. The interventions of the Case Resource Managers will be captured through a set of computer-based categories and case notes.

3. Until the Administration can develop a complete Case Management Information System the Common Client Data Base (CCDB) application will remain an important source of data reporting for the division. To ensure that CCDB continues to be updated, ADSA technology is developing a plan to push data from the new CARE assessment system to CCDB.

Comprehensive assessments for adults and children that cover all DDD programs and services

Phase III Development begins July 2005,

A Comprehensive Children's Assessment will be developed to determine eligibility for programs and services and identify needs for the service plan. In addition to Children's MPC, the children's assessment will be developed for:

- ✓ Basic Waiver (Children's Only)
- ✓ Basic + Waiver
- ✓ Core Waiver (Children's Only)
- ✓ Family Support (State Only)
- ✓ Child Development Services
- ✓ Medically Intensive Program
- ✓ Voluntary Placement Program (State Only)

At the end of Phase III, the Division of Developmental Disabilities will have assessment processes in place that will assure a consistent and reliable assessment of needs is administered to every eligible client of the division

A Comprehensive Adult Assessment will be developed to determine eligibility for programs and services and to identify habilitation needs for the service plan. In addition to Adult MPC, the adult assessment will be developed for:

- ✓ Basic Waiver
- ✓ Basic + Waiver
- ✓ Core Waiver
- ✓ Public Safety Waiver
- ✓ Residential Services
- ✓ Employment Day Program
- ✓ Family Support
- ✓ Medical/Dental Services
- ✓ Private Duty Nursing

At the end of Phase III, the Division of Developmental Disabilities will have assessment processes in place that will assure a consistent and reliable assessment of needs is administered to every eligible client of the division. The complete assessment instruments are:

- ✓ Mini Assessment
- ✓ Comprehensive Children's Assessment
- ✓ Comprehensive Adult Assessment

An Integrated Case Management Information System

Two More Phases for a Complete Case Management Information System

The assessment processes are a necessary precursor to a complete case management information system. The following phases have been proposed to meet the needs defined by the JLARC:

Phase IV

Case Monitoring. Assessments are conducted at annual intervals, but interaction and intervention is often needed between assessments. To provide for effective monitoring of case status and service plans between assessments the following modules will be developed in phase IV

- ✓ A system of "ticklers" and alerts to cue case resource managers for structured contacts on programmed intervals based upon client need and established risks.

- ✓ Merge the functionality of the current Incident Reporting system into the new Case Management Information System

- ✓ Conduct business process analysis of the current county process. Define a consistent and reliable interaction for counties statewide.

- ✓ Initial case management reporting functionality

Phase V

- ✓ Integrate Quality Assurance System into the Case Management Information System

- ✓ Create Case Management Information System linkages to the new MMIS, ACES and other agency client databases

- ✓ Create access for counties to areas of the Case Management Information System

- ✓ Expand available management and field reporting functions.

More than a dozen fragmented computer systems will be eliminated. All home-based client interactions will be initiated and recorded in a comprehensive and reliable automated system.

By the end of this work more than a dozen fragmented computer systems will have been eliminated from the Division of Developmental Disabilities. All client interactions in their homes will be initiated and recorded in a comprehensive and reliable automated system